

## Role and person profile

Post title:	<b>Assessment Production Team Manager</b>	Location:	<b>Guildford/Harrogate/Manchester</b>
Division:	<b>Qualifications and Markets</b>	Department:	<b>Product Fulfilment</b>
Responsible to:	<b>Head of Assessment Production</b>	Responsible for:	<b>Assessment Production Leads x4, Assessment Production Coordinators x5 OR IT System Support Managers x3, Assessment Production Coordinators x4</b>
Scale:	<b>7</b>	<b>Leader</b>	<b>Core Competency L2</b>
Post no:	<b>3524, 3525, 3526, 3527, 3528, 4206, 4207</b>		

### Role Purpose

Responsible for motivating and coaching team members to deliver first class customer service and operational excellence. The post holder will proactively plan and manage the annual workflow of a team of Assessment Production Coordinators and a team of Leads (or IT System Support Managers), monitoring delivery and managing risks and issues as required.

The Assessment Production Team Managers will lead on different aspects of the work at a strategic level but each will manage a team. They will need to work closely together to deliver high quality outcomes.

### Accountabilities

#### Role specific:

1. Ensure that detailed annual planning, including determining simple and complex question papers and the allocation of papers to batches is completed for a range of standard and modified papers.
2. Work collaboratively with other Assessment Production Team managers to ensure optimal delivery across all areas of the Assessment Production function.
3. Ensure consistent delivery against the annual plan and regularly monitor progress and processes and re-prioritise as required.
4. Responsible for managing tactical relationships with Operations to ensure timely and secure handover of assessment materials (and related documents) to allow for safe operational delivery.
5. Manage the allocated annual resource to ensure that there is adequate and appropriate resource, suitably skilled and trained, to deliver against the plan.
6. Liaise with the Assessment and Curriculum function as required, including the management of any issues and errors.

7. Provide regular progress reports and ensure action plans are in place to manage exceptions.
8. Manage and oversee the work of a team of Assessment Production Leads (or IT System Support Managers) and coordinators to ensure the delivery of agreed business objectives and short and medium term plans.
9. Regularly review the delivery of the plan and to get input from key stakeholders to shape and embed a culture of continuous improvement.
10. Over and above core role deliverables, take ownership of specific Assessment Production projects or ad hoc management deliverables to be defined and agreed with the Head of Assessment Production.
11. Ensure, as appropriate, the confidentiality, integrity and availability of information being held, accessed or processed within the remit of the post.

### General accountabilities:

1. To model leadership behaviours with confidence and to get the very best from direct reports and teams by providing clarity, feedback, coaching and development, while continuously seeking to enhance performance in line with business objectives.
2. To comply with all AQA's policies and other legislative requirements, including but not limited to HSE, Equal Opportunities and ISMS.
3. Where business needs change, to undertake other responsibilities which are of a commensurate level outside the terms of this role profile.
4. To utilise the available range of digital tools for communication, content creation and information processing in order to work effectively and efficiently. To maintain digital skills to meet business need.

### Person profile

<b>Behaviours – holding the Customer at the heart of all we do</b> <i>[the role holder will be able to demonstrate the mindset that drives the following behaviours]</i>	Assessment
Collaborative: works with others to achieve the organisation and team vision, contributing expertise and developing self and others to achieve excellence	<b>A/I/P</b>
Innovative: challenges self and others to create solutions and strives for improved ways of working	<b>A/I/P</b>
Empowered: understands individual part to play in achieving success; takes ownership and accepts accountability	<b>A/I/P</b>
Positive: takes a flexible, forward looking, solutions focused approach	<b>A/I/P</b>
Ambitious: consistently aiming high and delivering for our customers	<b>A/I/P</b>
<b>Knowledge and Skills</b> <i>[the role holder will be able to demonstrate the following role/subject specific knowledge and skills]</i>	
Broad understanding of the educational and business context within which AQA works	<b>A</b>
Build positive and productive relationships with colleagues, customers and stakeholders	<b>A/I/P</b>
Ability to work to conflicting priorities and deadlines	<b>A/I/P</b>
Ability to plan effectively and deliver on those plans	<b>A/I/P</b>
Expertise in assessing and managing risks and issues	<b>A/I/P</b>
Expertise in leading teams, managing performance effectively and proactively driving	<b>A/I/P</b>

improvements in performance	
Ability to manage and synthesise data and information	A/I/P/T
Ability to develop, implement and evaluate process change	A/I/P
Excellent communication skills, both written and verbal	A/I/P/T
Excellent planning and organisational skills	I/P
Ability and willingness to consult, influence and negotiate with a wide range of audiences both internally and externally	A/I/P
Set challenging targets and support staff to achieve them	A/I/P
Work flexibly and adapt management style to get the best performance from staff	I/P
Work effectively as part of a team and cross-functional teams to achieve goals and objectives	A/I/P
<b>Core Competencies</b> <i>[the role holder will be able to demonstrate proficiency in the following core competencies to a level appropriate to the role – the three competency levels are defined in the Q&amp;M competency framework]</i>	
Customer service	L3
Developing and managing self and others	L3
Leadership	L2
Planning and organising	L3
Change management	L3
Effective communication	L2
Problem solving	L3
Commercial focus	L2
<b>Qualifications and Experience</b> <i>[the role holder will have the following qualifications and experience required for the role, including any regulatory or compliance requirements]</i>	
Degree or equivalent qualification or relevant appropriate experience	A
Experience of managing an end-to-end process and monitoring progress against plans	A/I
Experience of effectively planning and delivering against that plan to the required time and quality.	A/I/P
Experience of working with a wide range of stakeholders	A/I/P
<b>AQA's Behaviour Framework which is assessed through the selection/probation process</b>	
Assessment key (criteria to be assessed at the selection stage) <b>A</b> – application (it is <b>essential</b> to provide evidence on application for shortlisting purposes) <b>I</b> - interview <b>T</b> – test (or work sample) <b>P</b> – probation	